EXCELLENCE

User Manual

SE-400

We congratulate you for choosing Sauber Excellence the first-class cleaning system. Before operating the Sauber Excellence please read this instruction manual carefully and keep it for future reference.

sauber - It's German for clean

Safety Instructions

IMPORTANT! Always switch off the cleaner and remove the plug from the electricity power supply before cleaning your appliance, when not in use or attempting any maintenance task. The cleaner must only be connected to an AC power supply at the voltage shown on the rating label. This cleaner should only be used for its intended purpose as described in this instruction manual. Never operate the vacuum cleaner without filters.

When using your vacuum cleaner, basic precautions should always be observed, including the following;

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- To prevent electrical shock, do not immerse the appliance, power cord or power plug into water or other liquids.
- To prevent electrical shock, do not use the vacuum cleaner outdoors or on wet surfaces.
- Always check the power cord before use, the power cord and the plug should be in a good condition and must not be damaged. If the mains power supply cord is damaged or defective, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not unplug by pulling on the power cord. To unplug, grasp the plug not the power cord. Use only Australian and New Zealand electrical safety approved extension cords.
- Do not pull or carry the appliance by the power cable, use the power cable as a handle or pull the power cable around sharp edges or corners. Avoid running the appliance over the power cable.
- Ensure the appliance is switched off before unplugging.
- Do not handle or operate the appliance with wet hands and follow electrical safety precautions at all times.
- Extreme caution should be exercised when using the appliance on stairs.
- Do not attempt to change the attachments while the appliance is plugged in to mains power supply. Switch off and remove plug from mains power supply. Use only manufacturer's recommended accessories.
- Do not operate the vacuum cleaner too close to the heaters, radiators and other hot surfaces.
- Do not use the appliance to pick up flammable items or combustible liquids (i.e. petrol, hot ashes and cigarettes, matches, explosive materials or anything burning) or use in areas where such substances and items may be present.
- Do not use the appliance to pick up toxic materials (i.e. chlorine bleach, ammonia).
- Ensure the appliance is disconnected from the mains power supply before connecting the hose to the unit.
- Do not operate or use the appliance without the dust bag and/or filters in place.
- Before vacuuming, remove any large or sharp objects from the floor or cleaning surface in order to prevent damage to the filter.
- If the air inlet, floor head or the telescopic tube is blocked, switch off the cleaner straight away and remove from the mains power. First clear the blocked object before attempting to start the vacuum cleaner again.
- Hold the plug when rewinding onto the cord reel. To prevent accidental injury do not allow the plug to whip when rewinding.
- Do not extend the power cable beyond the yellow mark.
- Do not leave the appliance unattended when it is connected to a mains power supply.
- Before carry out any maintenance service or cleaning the filters, always switch off the vacuum cleaner and disconnect the plug from mains power supply.
- Keep ends of the hose, telescopic tube and other openings away from your face and body.
- Do not use the vacuum cleaner if it is damaged or breaks down. Check the electrical regularly for defects. If connection cables, electrical hoses, electrical contacts and electric tubes are damaged, have them replaced immediately.
- Never clean the vacuum cleaner or any of the electrical parts, especially the electrical connections with water or liquid cleaners.
- Never attempt to make any modifications electrically to the vacuum cleaner.
- Always store the appliance indoors in a cool and dry place.
- Do not pickup water, dry household use only.
- Damage caused by improper use or by not observing the instructions in this manual will void warranty.

ET1 and PL1 Safety Instructions

- The electric hose contains electrical connections;
  - Do not immerse it in water for cleaning;
  - The hose should be checked regularly and must not be used if damaged.
  - The vacuum cleaner handle contains electrical connections, the handle is not a serviceable part.
  - The vacuum cleaner rod contains electrical connections, the rod is not a serviceable part.
  - The vacuum cleaner powerhead contains electrical connections, the powerhead is not a serviceable part.
- Use the electric powerhead only for vacuuming dust and dry substances in the home.
- Never run over the power cable with the powerhead as the cable could get damaged.
- Never touch the brush roller while the vacuum cleaner is connected to the mains power supply.
- To prevent unnecessary wear on the powerhead cleaning nozzle, keep it moving while in operation.

Overview

- **A** Hose connector with shutter
- **B** Front lid
- **C** Handle
- **D** Side parking position
- **E** LCD Display
- **F** Mode buttons
- **G** Blow port
- **H** Power cable
- **I** Cable winder foot pedal
- **J** ON/OFF foot pedal
- **K** Aroma compartment (not shown)
- **L** Powered hose
- **M** Electronic control handle
- **N** Telescopic tube
- **O** ET1 Powerclean head
- **P** Small combination tool
- **Q** Radiator brush
- **R** Crevice tool
- **S** PL1 Powerclean brush
- **T** Automatic floor head
- **U** Turbo Clean optional accessory*

*sold separately

Before You Begin

1. **Do not operate the vacuum cleaner too close to heaters, radiators, and other hot surfaces.**
2. **Before inserting the plug into the wall, make sure your hand is dry.**
3. **Before turning on the vacuum cleaner, remove any large or sharp objects from the floor or cleaning surface in order to prevent damage to the filter.**
4. **When you want to pull the plug from the wall, do not use the power cable, gently pull the plug from the power socket.**
5. **If the air inlet, floor head or telescopic tube are blocked, you should switch off the cleaner straight away and remove from mains power supply. First clear the blocked substance before attempting to start the vacuum cleaner again.**

Please do not expose the electrical hose to water or clean it with water. Damaged cables should be inspected by an authorized Sauber service representative. Do not use the machine with damaged cables.

Important instructions for use of a powerhead

Leaving the machine in a stationary position for an extended period of time while the brush roller is spinning may cause damage to your floor or carpet. Be sure not to allow carpet edges or fringe into the brush. As with any vacuum with a rotating brush, this machine could cause damage to loosely woven carpets or rugs, wool loop carpets, long-piled carpets, or very soft, sensitive floor coverings. Please use the combination head for the above mentioned floorings. We do not recommend the use of the powerhead for cleaning old and especially valuable hand-crafted carpets. If you have uneven flooring, the metal part underneath the machine may come in contact with the floor, causing scratches. Please carry the machine across high thresholds.

WARNING!
DRY USE ONLY. Do not use in wet conditions.

Assembly

The cleaner should be switched off and disconnected from the mains power supply before you start to assemble.

1 Open the shutter and gently push the powered hose in the opening.

2 Connect the electronic control handle to the telescopic tube.

3 Connect the telescopic tube to the Powerclean head (ET1).

4 To extend the length of the telescopic tube slide the lock down.

To reduce the extension, slide the lock up.

5 Gently pull out the power cable and connect it to the power socket.

6 Switch on the vacuum cleaner, from the electronic control handle or from the vacuum cleaner.

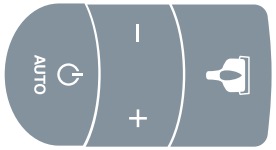
7 Switch on/off the Powerclean head by pressing on the brush button on the electronic control handle.

Operation

IMPORTANT! Before using, unwind a sufficient length of cable and insert the plug into the power socket. A yellow mark on the power cable shows the ideal cable length. Don't extend the cable beyond the yellow mark.

From the electronic control handle

1 To start the vacuum cleaner press on the ⏻/AUTO button. The vacuum cleaner will start in the Intelligent Power Control (IPC) mode.



2 To manually increase or decrease the power level, press the + or – button.

3 To return to the Intelligent Power Control (IPC) mode from the Manual mode press once on the ⏻/AUTO button.

4 Press the "brush" button to turn ON/OFF the Powerclean head or Powerclean brush.

5 To turn off the vacuum cleaner in the Intelligent Power Control (IPC) mode, press once on the ⏻/AUTO button.

Operation

IMPORTANT! Before using, unwind a sufficient length of cable and insert the plug into the power socket. A yellow mark on the power cable shows the ideal cable length. Don't extend the cable beyond the yellow mark.

From the vacuum cleaner

1 To start the vacuum cleaner press the ON/OFF foot pedal. The vacuum cleaner will start in Intelligent Power Control (IPC) mode. To switch off the vacuum cleaner press the ON/OFF foot pedal.

2 To change to manual mode, press the +/- buttons.

3 Set the Automatic floor head on the AUTO function. In this mode the Automatic floor head will adapt to the surface it is vacuuming by lifting and lowering the brush automatically.

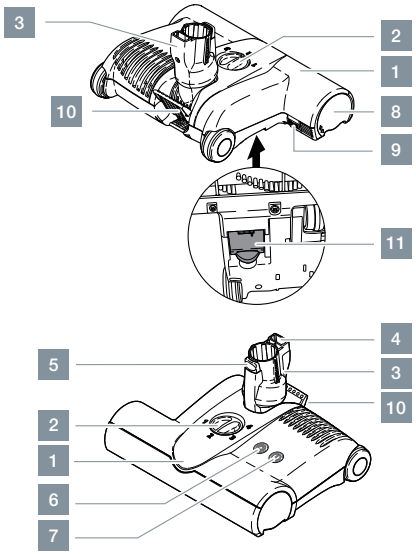
4 To manually set the carpet function, slide the button towards the back, as indicated on the Automatic floor head. To manually set the hard floor function, slide the button towards the front, as indicated on the Automatic floor head.

5 For short breaks, insert the nozzle in the side parking position, the motor will then stop running. If the break is longer than 5 minutes, the Sauber Excellence will turn off automatically for safety reasons.

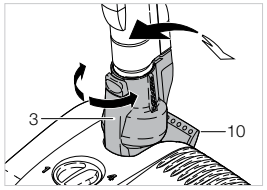
ET1 Powerclean Head

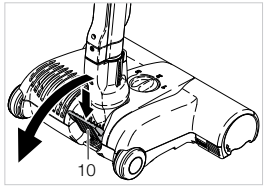
Carpets only keep their appearance when brushed thoroughly during vacuuming.

1. Powerhead
2. Brush height adjustment
3. Swivel neck
4. Connection plug
5. Release button
6. Brush indicator light (red)
7. Power light (green)
8. Brush roller cover
9. Brush roller release button
10. Foot Pedal
11. Access door



Operating Instructions



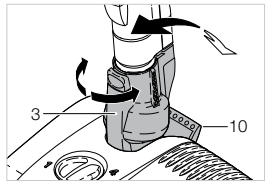


The use of a powerhead is recommended for the optimal cleaning of carpets. The rotating design of the swivel neck (3) allows the powerhead to move in any direction, making it easy to manoeuvre around obstacles. The powerhead also has an adjustable brush height and to-the-edge brush action for effective all round cleaning.

By pushing the foot pedal (10) and lowering the handle, you activate the powerhead and the brush begins spinning. Failure to use the foot pedal (10) will cause lasting damage to the machine.

Start at setting 4 on the height adjuster (2) and adjust according to the indicator light (6+7). The electronic brush control constantly monitors the status of the brush, communicating the status through the lights on top.

Selecting the Correct Brush Height



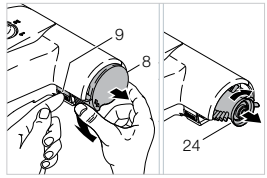
Start at setting 4 on the height adjuster (2) and adjust according to the indicator light (6+7). The electronic brush control constantly monitors the status of the brush, communicating the status through the lights on top.

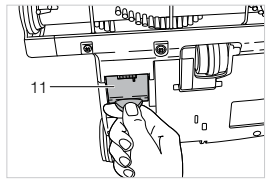
Green (7) and red (6): The brush is not fully engaged in the carpet. The height adjustment should be lowered. If the height adjustment is at its lowest setting, the brush is worn and needs to be replaced. This detail applies only to carpet.

Green light only (7): Brush is working well. We strongly recommend in normal use selecting a brush height that is only one level beneath that at which both the green and red lights are on. For maximum cleaning performance, the brush height adjustment can be lowered to its lowest setting.

Red light only (6): The brush is blocked. (see below Removing Blockages) Turn off the machine, unplug it, and then remove the blockage.

Maintenance and Servicing





Always unplug the vacuum from the mains power supply before dismantling any part of the machine. The vacuum cleaner powerhead contains electrical connections. The vacuum cleaner powerhead is not a serviceable part.

Removing the Brush Roller: To remove the brush roller, press the button marked “PRESS” (9) and turn the bearing (8) downward. Turn the brush (24) quickly to the right and pull it out. We recommend regular removal of threads and hair which have wound around the brush roller.

Removing Blockages: If you can only feel a small amount of suction or the brush is not functioning correctly there might be a blockage.

Please refer to your vacuum cleaner manual first and have a look at the Removing Blockages section. Check the swivel neck of the powerhead and the orange trap-door (11) on the bottom of the powerhead. Also check between these two openings in the powerhead.

PL1 Powerclean Brush

1 Open the shutter and gently push the powered hose in the opening.

2 Connect the Powerclean brush (PL1) to the powered hose.

3 Gently pull out the power cable and connect it to the power socket.

4 Switch on the vacuum cleaner from the electronic control handle or from the vacuum cleaner.

5 Switch on/off the Powerclean brush by pressing on the brush button on the electronic control handle.

6 The green light turns on to indicate that the Powerclean brush is operating. Keep moving the nozzle to avoid wearing of the fabric and overheating of the Powerclean brush.

VACUFLEX™

VACUFLEX™ is a patented flexible bottom plate for deep cleaning.

Removal of VACUFLEX™

1 **IMPORTANT! Always turn off the vacuum before making any adjustment to the Powerclean brush.**
To remove VACUFLEX™, hold the plate at one side edge.
With little force, turn it down over the small side ramp.
The locking of the plate will lift and automatically release itself.

Assembly of VACUFLEX™

2 To assemble the VACUFLEX™, click the plate on its lodgement.

Application

Cleaning with VACUFLEX™

1 Use VACUFLEX™ to deeply clean mattresses, couches, sofas, car seats and all kinds of fabric and upholstery.
The plate stretches the fabric surfaces creating a vacuum effect. This combined with the suction performance of the Sauber Excellence will guarantee a deep efficient cleaning.
The VACUFLEX™ high flexibility makes use of the Powerclean brush light and simple.

Cleaning without VACUFLEX™

2 Remove VACUFLEX™ to clean stairs and small carpet areas.
This application requires air flow in order to allow dust pick up.

Important Information

The Powerclean brush (PL1) has been designed for small surfaces (max. 6m^2), and is not suitable for big carpet areas or carpeted floors.

The Powerclean brush (PL1) should not be used to clean leather or similar material.

It is not advised to use the Powerclean brush (PL1) on curtains and other hanging canvas.

PL1 Maintenance

Danger and Live Parts Within.

Always unplug the vacuum from mains power supply before dismantling any part of the machine. The vacuum cleaner Powerclean brush contains electrical connections. The vacuum cleaner Powerclean brush is not a serviceable part.

Cleaning the brush

1 If threads and other matter gets caught in the brush roll, remove the VACUFLEX™, carefully cut along the cutting groove of the roller, being careful not to damage the brush; then turn on the vacuum cleaner to suck in the loose threads. The Powerclean brush can be wiped clean with a damp cloth.

Automatic switch-off function

If the Powerclean brush is blocked the motor switches off automatically. If this occurs, switch off the vacuum cleaner, remove whatever item has blocked the Powerclean brush, and switch on again. If the Powerclean brush does not start again after cleaning, contact your local Sauber service centre.

Accessories

1 Use the small combination nozzle on the brush side for dusting.

2 Use the combination nozzle on the wing side to vacuum upholstery.

3 When vacuuming curtains, reduce the vacuum power manually.

4 The small combination nozzle can always be kept at hand by placing it on the handle support.

5 Use the crevice nozzle when vacuuming narrow spaces such as corners and grooves.

6 Place the radiator brush on the crevice nozzle.

Blowing function

1 Open the lid and push the powered hose into the blow port connection. Use the buttons on the vacuum cleaner, as the handle buttons do not work when using the blowing function.

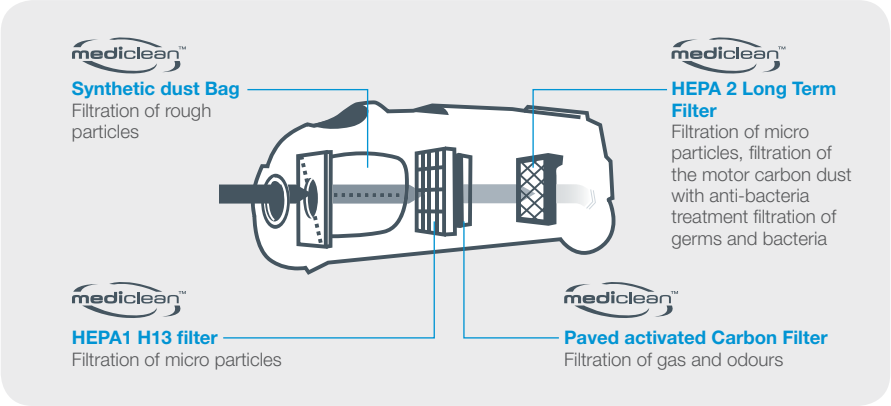
2 Use the blowing function to dry shoes.

After use

1 Switch off the vacuum cleaner, unplug the power cable and press on the cable winder foot pedal to retract the power cable.

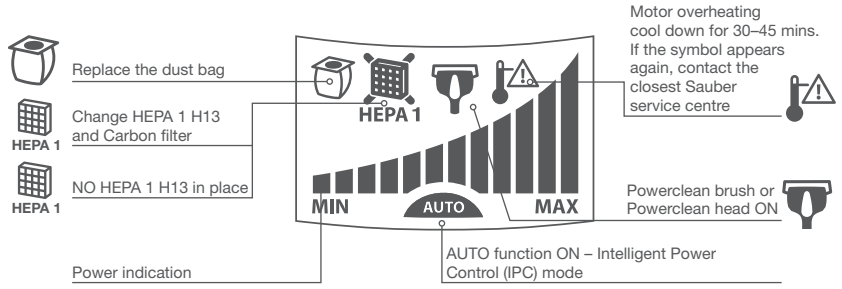
2 Always store your Sauber Excellence as indicated in the picture in a cool, dry place.

Sauber mediclean™ a world revolution in healthy cleaning


mediclean™
Synthetic dust Bag
Filtration of rough particles
mediclean™
HEPA 2 Long Term Filter
Filtration of micro particles, filtration of the motor carbon dust with anti-bacteria treatment filtration of germs and bacteria
mediclean™
HEPA1 H13 filter
Filtration of micro particles
mediclean™
Paved activated Carbon Filter
Filtration of gas and odours

This symbol on the product or on its packaging indicates that this product may not be treated as household waste. Instead it shall be handed over to a Sauber service or collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health which could otherwise be caused by inappropriate waste handling of this product.

LCD Display


Replace the dust bag
HEPA 1
Change HEPA 1 H13 and Carbon filter
HEPA 1
NO HEPA 1 H13 in place
Power indication
HEPA 1
MIN
AUTO
MAX
Motor overheating cool down for 30–45 mins. If the symbol appears again, contact the closest Sauber service centre
Powerclean brush or Powerclean head ON
AUTO function ON – Intelligent Power Control (IPC) mode

Replacement of consumables (Dust bag and filters):

1 Open the front lid by pressing on the opposite locking button.

2 To change the dust bag, take it out by the handle, dispose of it and replace it with a new bag. If the dust bag is not in place the lid will not close.

3 To change the HEPA 1 H13 and the carbon filter, unlock the HEPA 1 H13 filter handle in the upright position and pull out the filters.

Dispose of them.

4 Click the carbon filter in the HEPA 1 H13 filter frame.
Make sure that the filters are correctly in place.
Lock the HEPA 1 H13 filter handle in position.

5 Replace the dust bag and close the front lid. The long term HEPA 2 filter lasts some years, with regular use, before it needs replacing.

The warranty may be void if ORIGINAL Sauber bags and filters are not used.

Technical Data

Double insulation ⧈ CE conforms to the EU directive for CE certification.
Safety approved according to IEC335-1 and 335-2-2.

Dimensions: 57.5 x 25 x 23.5cm
Weight: 6.7kg
Maximum power consumption: 1250W
Maximum motor power consumption: 1200W
Supply voltage: 240v/50Hz
Noise level vacuum cleaner: 65 dBa
Operating radius: 12.5m

Sauber Excellence is recommended by the Service Allergy Suisse as a result of scientific tests run by the independent institutes TÜV NORD and GUI.

TESTED & RECOMMENDED BY EXPERTS

Approved by the National Asthma Council Australia and Asthma Foundation's (NZ) Sensitive Choice program. On the basis of its exclusive five stage medi-clean™ filtration system.

Recommended by AHA! Swiss Allergy Centre

Scientifically tested and demonstrated to effectively reduce fine dust in indoor air.

Suitable for people with allergies. Passed a voluntary indoor air hygiene test according to TUV NORD standards for house dust and indoor allergen retention.

ET1 Technical Data

Nominal power consumption: 120W
Voltage: 240V / 50Hz
Brush width: 310mm
Brush Speed: 2700rpm

PL1 Technical Data

Dimensions: 28 x 19 x 9cm
Weight: 532gm
Brush width: 15cm
Power Consumption: 20W
Voltage: 240V / 50Hz
73/23/EU (amended by 93/68/EU).

Double insulation ⧈ CE complies with the EU directive for CE certification. Safety in accordance with 69/336/EU (amended by 91/263/EU, 92/31/EU and 93/68/EU). 73/23/EU (amended by 93/68/EU).

Parts and Accessories

Product Name	Product Code
Dust Bags (4 Pack)	3244 0274
Dust Bags (20 Pack)	3242 0356
Long Term Filter	3220 0718
HEPA 1 H13 Filter and Carbon Filter Kit	3220 0719
Bag and Filter Kit (includes 8 dust bags, HEPA 1 H13 filter and carbon filter)	3230 0004
Replacement Belt	3210 0172

Customer Service

For Customer Service or product enquiries please visit our website or call:

1800SAUBER
1800 728 237
www.sauber.com.au
www.sauber.co.nz

5 Year Warranty
Sauber Excellence

Conditions of warranty

Your Sauber cleaner, in the case of domestic use, has a 5 year parts and labour warranty against product defects and failures when the product is used in accordance with the terms and conditions of this warranty statement.

This warranty commences from the original date of purchase and is not transferable; please retain your original proof of purchase for any warranty claims. This warranty is valid only in the country where the cleaner is purchased.

The cleaner must be operated in accordance with these instructions and used only for domestic household cleaning to remove DRY dirt and dust from household carpets, flooring and fabrics. This cleaner is not fit to be used as an industrial cleaner, and is not designed for the collection of vitreous building material including particle board, construction products and similar products such as wood/fibres, cement, fillers, fibre glass etc or excessive or frequent sand. The infrequent pick-up of these materials in these circumstances may be harmful to your cleaner and may void the manufacturer's warranty.

Accessories and consumables including dust bags and filters, unless defective in manufacture, are not subject to this warranty. In order to prolong the life of accessories and consumables, regular care and maintenance is recommended.

When properly used and cared for, your cleaner will render excellent service; refer to the instruction manual for further details, as misuse or failure to follow the instructions makes this warranty void.

In the event of service or advice being needed, please contact Sauber Customer Service. Level 1, Building 2, Brandon Business Park, 530 Springvale Road, Glen Waverley, Vic 3150, or on 1800 728 237, Monday-Friday 9am-5pm EST. The decision to repair or replace the cleaner is at the sole discretion of Sauber. If Sauber decide to repair or replace the cleaner, it will do so at its own cost.

Sauber is unable to accept responsibility under this warranty for any repair work not carried out by an authorised Sauber Service Agent or from the use of non-genuine parts. If any part is no longer available or manufactured, Sauber will replace it with a genuine functional replacement part. This warranty does not apply to the cost of replacing any parts of the product due to normal wear and tear, alterations, improper installation, physical abuse, misuse or accidental damage. Any transportation costs involved in the repair of defective parts shall be borne by the claimant.

If proof of purchase cannot be provided at the time of a warranty claim or service, any work carried out on the cleaner is chargeable.

The repair or replacement of the cleaner under this warranty does not extend the original period of warranty.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product as outlined under the Competition and Consumer Act and other State and Territory laws.

"Our goods come with guarantees that cannot be excluded in the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

S